

***Covington - Newton County 911 Communications Center***

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Trudy Henry, Director

*Via Electronic Comment Filing System*

October 21, 2019

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: Notice of *Ex Parte*, PS Docket No. 07-114

Dear Ms. Dortch:

I am the Operations Manager of the Covington-Newton County 911 Communications Center. I write to provide an operational perspective on the type of location information needed by 9-1-1 professionals to best carry out our mission to protect and save lives.

In 2018, my agency processed 75,872 emergency calls with approximately 84% originating from cell phones. We are the sole public safety answering point (PSAP) in Newton County, Georgia, which includes the municipalities of Covington, Mansfield, Newborn, Oxford, and Porterdale.

Vertical location information for 9-1-1 callers from inside buildings could improve emergency response. The location information must be actionable, meaning that Public Safety Telecommunicators (PSTs) can quickly use it to assist the caller and direct responders to the scene. A "dispatchable location," as defined by the FCC, remains the gold standard from an operational perspective. However, if wireless carriers are unable to provide a dispatchable location, and instead provide z-axis information, they should be required to make that information as actionable as possible by including an estimated floor number.

A raw vertical estimate is of little operational value if it is relative to height above mean sea level (AMSL) or above ground level (AGL). 9-1-1 centers like mine simply do not have the resources to create and maintain indoor maps for buildings in our jurisdictions. Even if we did, we would not have the ability to translate AMSL or AGL to a floor, or visualize a three dimensional point in space. Additionally, the information we receive from wireless carriers should enable us to do better for our law enforcement, fire, and EMS counterparts in the field than providing a height estimate that they then would try to match with their own devices. In order for 9-1-1 professionals to have the information they need to ensure that responders arrive as quickly as possible, they at least need a floor number estimate (e.g.. "4<sup>th</sup> floor" rather than "12 meters AMSL"). Accordingly, as you contemplate rules for a z-axis metric, please consider requiring wireless carriers to provide a floor number as part of the z-axis information. Requiring wireless carriers to provide actionable location information about 9-1-1 callers will save lives.

Thank you for taking my views into consideration.

A handwritten signature in blue ink that reads "Anessa Westmoreland". The signature is fluid and cursive, with the first name "Anessa" and last name "Westmoreland" clearly visible.

Anessa Westmoreland, CPE  
Operations Manager, Covington-Newton County 911 Communications